

Brandon Roman < >; Jordan Temple < >; Christopher Gittens < >; manonthemoon237 < >; Michael Miller < >; Jose Fargas < >; Loren Bryant < >; Timur Mukhodinov < >; Laurel < >; Christopher Izaguirre < >; Ces123455 < >; Mia Brezin < >; David D'Orazio < >; Murat Coskun < >; DAVE DIXON < >; Alec Lambert < >; Hernan G. < >; Chris Lewis < >; Kyle McKinnish < >; Noah Brannian < >; andre bailey < >; Vera Thompson < >; Alexander F. Marks < >; Brittney Lee < >; Frank Holmes < >; Naresh Boodhansingh < >; jesse taylor < >; carlos rivera < >; Thomas Coker < >; Humberto Facey < >; Lisa Rodriguez < >; Rebekah K Jin < >; Danny < >; Kimberly Seabrooks < >; Miguel Martinez < >; Stephanie Montijo < >; Nick Miller < >; Vanessa Pean < >; Leroy Gaines < >; Yvenet Alcius < >; Avery Gaskin < >; John Paredes < >; Brice H < >; Juseg Reynoso < >; Isaac Morrison < >; Dolly Winter < >; Evan Sluggo < >; Artur Abramov < >; Justin MacShane < >; Samuel Joll < >; William Bissell < >; Jonathan Morales < >; Craig Baerwald < >; Amos Fisher < >; Angel Roman < >; Andrew Dillon < >; Inga Dargan < >; Eddie T < >; daniqua Porter < >; Malcolm Eggleston < >; Shanine Gray < >; Josselin Phillippe < >; luis.castro9288 < >; Natalie < >; Travers Martin < >; Jacob Boersma < >; Anna Berlanga < >; brandi k james < >; Mercedes R. Bernabeo < >; Paul Ferlita < >; Alex Thomas < >; Eric Pym < >; William Bell < >; Thesalty Sak < >; Brian Geraghty < >; Brandon Ingram < >; peewee johnson < >; mechelle grayson < >; Michael Sampson < >; Ryan Cirilo < >; Jing Jué Zhéng < >;

Subject: Re: TINA AND SHARDA I THOUGHT YOU DIDNT KNOW EACH OTHER
Sent: Tue, Jul 29, 2014 6:52:22 PM

Ohh shit ya lie ... But they claim i steal and let me go wonder what they going to do

On Jul 29, 2014 1:03 PM, "Bike Share" <bikeshare666@gmail.com> wrote:

Chutney Pride is an organization in which Tina Amiotis (call center manager) is the President of

Exhibit

A

PG

1 of 2



The following screenshot is from a video from Tina's personal youtube account showing sharda participating in another chutney pride event dating june 4 2012. The video can be viewed on the following link



The following screenshot is of Alta Bike Share's policy on management and agent relationships that cause issues within the workplace. The relationship between Tina and Sharda ruins the morale of the call center through the favoritism that Tina shows towards Sharda from their outside relationship.

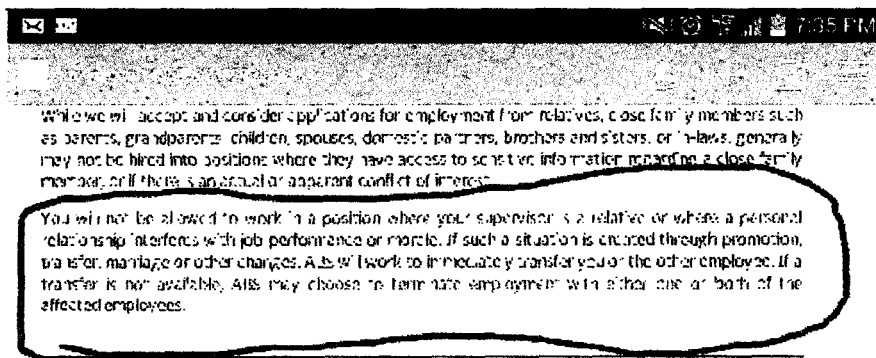


Exhibit A

PG 2 of 2

NEW YORK STATE DEPT OF LABOR

PO BOX 15130

ALBANY NY 12212-5130

Exhibit B 1

EFF. DT. 11/04/2013 LO# 0801 7
SOC. SEC. NO.: XXX-XX-7360
ER NO. E50-64195 7
Mail Date: December 31, 2013

JONATHAN RIDGARD
557 MILLER AVE

BROOKLYN NY 11207-5505

Dear JONATHAN RIDGARD,

The Department of Labor has received information indicating that you may have quit your job with NYC BIKE SHARE LLC. In order to determine your eligibility we need specific information from you regarding this.

- Benefits may be withheld pending an investigation into this matter.
- You must continue to claim weekly benefits on the Internet. www.labor.ny.gov, or by calling the toll-free Tel-Service number, 1-888-581-5812 for New York State Residents, or 1-888-864-9920 for Out-Of-State Residents, as long as you remain unemployed.

Please complete the attached questionnaire and FAX it to 1-518-457-9492, or return it to the above address immediately. If we have not received a response within seven (7) calendar days from the mailing date, a determination will be made based upon available information. If you FAX, do not mail originals.

If it is determined that you are not eligible for benefits, you have a right to a hearing before an administrative law judge at no cost or obligation to you. Failure to repay any benefits that you received because you withheld information or gave false information to the Department of Labor may result in the Department of Labor taking legal action to file a judgment against you. Once entered, a judgment is good and can be used against you for twenty years, and your money, including a portion of your paycheck and/or bank account, may be taken. Also, a judgment will hurt your credit score and can affect your ability to rent a home, find a job, or take out a loan.

An electronic image will be made of only one side of your response. Therefore, it is important that you answer all questions and **write only in the space provided**. *If additional space is needed, you may use an 8 1/2 x 11-inch piece of white paper.* Do not staple or write outside the margins or on the back. Be sure your Social Security Number is on all documents you send.

Note for Faxes: This letter is designed for electronic handling through a FAX server. Therefore, you must send the "Second Page" of this inquiry as the first page of your fax, with any "cover" page or attachments following. The Fax number provided should only be used to respond to this inquiry and not for any other correspondence to the Department of Labor.

For the Commissioner of Labor,
By: KAREN M ALEBA



November 4, 2013

Jonathan Ridgard
557 Miller Avenue, Apt 1
Brooklyn, NY 11207


Dear Jonathan,

This letter confirms that your employment with New York City Bike Share is terminated effective 10/30/2013 due to voluntary resignation.

You will need to keep the company informed of your contact information so that we are able to provide information you may need in the future such as your W-2 form.

We wish you the best of luck in your future endeavors.

Warmest Regards,



Vanessa Pean
Senior HR Manager
347.916.0219

Exhibit B2

Pg 10 of 11



Fwd: Termination / lay off preperation

Jonathan Ridgard <jonathanridgard@nycbicycleshare.com>
Bcc: Jonathan.Ridgard@gmail.com

Tue, Oct 22, 2013 at 12:11 PM

—— Forwarded message ——

From: **Jonathan Ridgard** <jonathanridgard@nycbicycleshare.com>
Date: Tue, Oct 22, 2013 at 12:10 PM
Subject: Termination / lay off preperation
To: Vanessa Pean <VanessaPean@nycbicycleshare.com>

Good morning,

Once again I appreciate this opportunity, as you probably know I am trying to make proper preparations so that this this transition goes as smoothly as possible.

As you've stated during our most recent meeting, there is no saying what changes may occur with New York Citi Bike Share (NYCBS) during the months that I am "laid off". To ensure that I will have proper considerations upon reapplying to NYCBS, I am requesting that I receive a physical letter stating that the reasons for my termination are not related to my performance and will not negatively impact me. In addition, being that I am considered one of the best CSA "senior" agents as stated in your previous email, I will have first consideration "rights" when reapplying in the hiring season.

Thanks.

Also, If I do not participate in the pilot program or if i do not get the position for any reason, will that affect my rehiring eligibility at NYCBS?

Do you have any additional suggestions or advice to assist me with this transition?

Sorry for all the hassle, I feel like I have a lot to prepare for with so little time

—
Jonathan Ridgard

Customer Service Representative

NYC Bike Share, LLC (Operator of Citi Bike)

5202 3rd Avenue

Brooklyn, NY, 11220-1707

855-245-3311 (hotline)

347-916-0211 (office)

www.citibikenyc.com

—
Jonathan Ridgard

Customer Service Representative

NYC Bike Share, LLC (Operator of Citi Bike)

Exhibit B3

PG 1 of 4

1/11/2014

Gmail - Fwd: Termination / lay off preparation

Case 1:14-cv-04172-RRM-LB Document 8-1 Filed 08/18/14 Page 6 of 23 PageID #: 71

5202 3rd Avenue
Brooklyn, NY, 11220-1707
855-245-3311 (hotline)
347-916-0211 (office)
www.citibikenyc.com

Jonathan Ridgard <jonathanridgard@nycbicycleshare.com>
To: Jonathan Ridgard <Jonathan.Ridgard@gmail.com>

Tue, Oct 22, 2013 at 12:50 PM

On Tue, Oct 22, 2013 at 12:42 PM, Vanessa Pean <vanessapean@nycbicycleshare.com> wrote:
Jonathan,

Per the previous e-mail sent, I informed you that all employees whether they leave voluntarily or involuntarily receive a letter in the mail stating their term date and the reason. Also the verbiage "*considered one of the best CSA "senior" agents*" is not what was used. Even though you are one of the agents who have been working with NYCBS the longest; you were chosen for the *Employee Swap Program* with Uncommon Goods, is because NYCBS has identified you as a strong candidate to participate in this pilot program.

As previously discussed, all employees who participate in the program and/or are terminated during our first transition into Winter may be called upon to reapply in March when we start to hire again. If you chose to reapply, you will "skip the line" since you are a former employee.

Again if you are interested in having me review your resume and/or participate in a mock interview; feel free to reach out to me.

Regards,

Vanessa

Exhibit B3 P. 2 of 4

Pilot Program.

Jonathan Ridgard <jonathanridgard@nycbicycleshare.com>
To: Vanessa Pean <VanessaPean@nycbicycleshare.com>, Justin Salsberg
<JustinSalsberg@nycbicycleshare.com>
Bcc: Jonathan.Ridgard@gmail.com

Mon, Oct 21, 2013 at 6:02 PM

Once again, thank you for inviting me to take part in this new and exciting pilot program with Uncommon Goods. I definitely would like assistance with updating my resume.

I do have a couple of questions.

- 1) Being that I am being terminated, will I have to pay for my current membership?
- 2) For future employment applications, what is the official reasons for my termination?
- 3) In your most recent email a few things caught my eye, I was selected to take part in the "Employee Swap program" "To see how I work in teams" as well as providing "Sample customer e-mail responses" I can only assume that that means that my performance in regards to creating emails as well as working in teams has not been satisfactory or needs to be reformed to fit Citibike's requirements?

If you are available today, I would like to briefly meet with you concerning other questions.

—
Jonathan Ridgard
Customer Service Representative
NYC Bike Share, LLC (Operator of Citi Bike)
5202 3rd Avenue
Brooklyn, NY, 11220-1707
855-245-3311 (hotline)
347-916-0211 (office)
www.citibikenyc.com

Jonathan Ridgard <jonathanridgard@nycbicycleshare.com>
Bcc: Jonathan.Ridgard@gmail.com

Tue, Oct 22, 2013 at 11:54 AM

—— Forwarded message ——

From: **Vanessa Pean** <vanessapean@nycbicycleshare.com>
Date: Mon, Oct 21, 2013 at 6:42 PM
Subject: Re: Pilot Program.
To: Jonathan Ridgard <jonathanridgard@nycbicycleshare.com>

Hey Jonathan,

Exhibit B 3

pg 3 of

I'm glad that you are going to take part in the program!! Send me your resume with your updated info w/ NYCBS on there and I will take a look at it.

In regards to your questions,

- 1) Your membership will remain active.
- 2) Your reason for termination will be reduction of force. A letter will be sent to your home stating this, please make sure your address in the system is correct.
- 3) Employee Swaping is essentially what Uncommon Goods and NYCBS will be doing. Swapping our best CSA with each other after our peak seasons. Regarding your performance, this was not a deciding factor as to why we choose you for the program. As stated in the meeting, we selected individuals who are not in a specific group (e-mail, systems or refunds) as well as individuals who we felt have strong transferable skills. This is the first time we are rolling out the program, however in the future the criteria may or may not change. When I stated "to see how you work in teams" and "sample customer e-mail responses" these are Uncommon Goods' hiring criteria that I am sharing with you. Again, after sitting with the Call Center Director, she has provided me with all the qualities that they are looking for in an ideal candidate. It is not only the customer service aspect.

Swing by after you read this email.

-V

[Quoted text hidden]

-

Vanessa Pean

Senior Human Resources Manager

NYC Bike Share, LLC (Operator of Citi Bike)
5202 3rd Avenue
Brooklyn, NY, 11220-1707
347.916.0219 (Direct)
718.916.8753 (Mobile)
vanessapean@nycbicycleshare.com
www.citibikenyc.com

-

Jonathan Ridgard

Customer Service Representative

NYC Bike Share, LLC (Operator of Citi Bike)
5202 3rd Avenue
Brooklyn, NY, 11220-1707
855-245-3311 (hotline)
347-916-0211 (office)
www.citibikenyc.com

Exhibit B3

PG 4 of 4



Proof of Refunds

Jonathan Ridgard <jonathan.ridgard@gmail.com>
To: Jonathan Ridgard <Jonathan.Ridgard@gmail.com>

Wed, Oct 23, 2013 at 6:51 PM

NYCBS

Monday, October 21, 2013 3:49 PM

Jonathan Ridgard

Am I still part of the refunds team?

Nicole Hunter

yes you are

I sent an email about the annual renewal did you get it?

Jonathan Ridgard

Do not process a refund, highlight the account and send to you so that you can search for it?

Nicole Hunter

yes do not process any renewal refunds

Also I just had a meeting with Tina

Although I don't know the particulars I do know that a program offer is being set up for you

The refunds are being handled through the spreadsheet by me & Khareen

Jonathan Ridgard

are you saying that due to the meeting with Tina, because I am involved in this "program" I will not be processing refunds, instead it will be processed by you, Khareen and whomever else has been delegated to process refunds

Nicole Hunter

no. I am saying that to tell you the refunds will be processed as always if you were inquiring because of your meeting

In regards to the auto renewals no one will be processing those only the supervisors

Jonathan Ridgard

ok

thanks

—

Jonathan Ridgard

E-mail: Jonathan.Ridgard@Gmail.com

Cell: (347) 262-9499

Exhibit D

PG 1 of 1

Lauren Isaac, Director of Business Relations

Hi Everyone! This is my debut to this newsletter, so I figure I'll start by introducing myself. I'm the Director of Business Relations at ABS and I'm responsible for business development, sponsorship, marketing, communications, and public relations. Some of these are newly-added responsibilities, so I've been enjoying getting to know the team and developing a plan for the next year. I'll focus this update on development since the other responsibilities are relatively new for me. Our big news is that we won Madrid! We are partnered with an electric bike share supplier and we expect the system to launch in the next 6 months. Otherwise, we are focused on getting contracts signed and sponsors lined up in our 2014 launch systems: Portland, Seattle, Vancouver, Baltimore, and Pittsburgh. And, we continue to field requests for proposals and expressions of interest from cities all over the world, including Mexico City, Toronto, and Rome!



System Updates

Capital Bikeshare - Eric Gilliland

At Capital Bikeshare, the last month or so has been a tough one...or at least tougher than usual. Not did we effectively manage the continued heavy use of Capital Bikeshare, but on top of it all we set up a whole new part of the system in Montgomery County. On September 27th we officially launched operations in Maryland with the first 14 of a project 51 station system just to the north of DC. The launch event went extremely well, with politicians of all stripes eager to test the bikes and praise the arrival of Capital Bikeshare to their neck of the woods. Now that the launch event is over, we will get back to work on station expansions in DC and Arlington, VA as we wait for the balance of Montgomery County's equipment to arrive from Montreal.

Bike Chattanooga - Matt Mallett

Hello from the southern most city in our company. Another record setting month of trips recorded (6200+). BC associates have been working tirelessly with membership drive events, signing up new and renewing memberships. Thanks you and great job to the marketing department for making all these events a huge success. The operations department is running wild. With the increased ridership we are learning something everyday as our system gets used to record levels. 9-28 we had 73 bikes out at one time. Again thanks to the operations department for working to make sure all BC riders have a great experience.



As you can see, BC employees are sporting some Hubway swag at one of the sign up events. I am proud of all my staff for your dedication.

NYCBS - Justin Ginsburgh

NYCBS is having a great fall! Ridership has been through the roof, with about 40,000 rides on average. We're also seeing strong annual membership sign ups, with 200-300 members

Exhibit E 1

pg 1 of 2





Exhibit E2

PG 1 of 2

Converstation with Chanell

Jonathan Ridgard <jonathan.ridgard@gmail.com>
To: Jonathan Ridgard <Jonathan.Ridgard@gmail.com>

Thu, Oct 24, 2013 at 3:01 PM

NYCBS

Monday, October 7, 2013 7:05 PM

Jonathan Ridgard

Hey I see that there was a request for an ASAP key to be sent to Member 97126. When you make the request, please detail if it's a lost key, and if they were charged Thanks

Chanell Elliott

Please do not chat me when I am not at work

Thursday, October 24, 2013 3:02 PM

Jonathan Ridgard

We've had our differences, but Im still concerned about everyone Tina and HR is trying to pull this "swap" thing with

how are you holding up?

Chanell Elliott

im good

WHAT ELSE DO YOU EXPECT FROM TINA

Jonathan Ridgard

I knew what kind of person she was from the beginning I was just surprised when people participated to try and get me fired. LOL whatever Im over it cus it happened anyway

Chanell Elliott

well I didn't have nothing to do with that. like i tell everybody she has her favorites and those are the ones she is going to look out for

the rest of us are just crabs in the barrel

Jonathan Ridgard

Tina definitely put your name in it and I had no way of finding out if you did or not. So I stayed away from everybody, especially when I came back and ppl were acting different

Chanell Elliott

What that's crazy i thought you was a just acting different

do you really think Tina would have took your position becuase of me

Johnathan there is only on rep in here who has that kind of say so when it comes to Tina and its not me

Come on now when you where supervisor i did not have any issues with you I always respected your authority start looking at the people who did not repect you as supervisor

Jonathan Ridgard

Like I said Im over it, but one of the reasons I was demoted is because she said that you felt that you did not have my support

Chanell Elliott

wasn't me.

I would have came to you

Jonathan Ridgard

Just sayin thats what she said. She went back to the day you were training Kingtel staff and she said you felt that I didn't support you because I left you to finish training

Chanell Elliott

She's lying! she asked me who was there when i was training them and I told her you was there but you left mid way. Honestly you should go to the people she told you stuff about if you feel some kind of way. This is all new to me and i wish you would have told me months ago. She's a snake...Sharda wanted you fired and that's why

you got fired

Look at what happened to katina Honestly on the train sharda told me she was gonna het katina fired and she got fired

and when yall started having yall issues.....you got fired

Jonathan Ridgard

I knew it was Sharda and Shiron

I know she's a liar, she has alot of underhanded and sneaky tactics

Chanel Elliott

I mean i wouldnt know but i dont even think he had anything to do with it....The only person who has that kind of power is sharda

Jonathan Ridgard

Maybe, but when the girl Kasheema was pursuing me I called her, Linda and Kasheema into a meeting. Tina found out about it

Chanel Elliott

Do you not see there relationship they have. I wouldn't be surprise if sharda was running the whole department

Duh you really dont know

Jonathan Ridgard

I experienced first hand how easily he throws ppl under the bus. So i just put two and two together

Chanel Elliott

the best friends johnathan

Maybe lovers who know

no it wasnt him

Jonathan Ridgard

I been knew, I heard that they were living together and all

Chanel Elliott

im telling you who it was

he may have told her really he told everybody barbecue even i knew but it was sharda who had to tell

None of us were ever that close to Tina to go to her like that

I heard the same thing

Jonathan Ridgard

Chanel, Im just putting you on to what I was told in the meeting.

If I can do something about her being in her position I will.

Chanel Elliott

yeah well she is a snack I wouldn't believe her if she told me the sky was blue

snake*

Jonathan Ridgard

Lol... it kinda is though

I know about Sharda. She was cocky in the beginning and boasted about how close she and Tina were.

—

Jonathan Ridgard

E-mail: Jonathan.Ridgard@Gmail.com

Cell: (347) 262-9499

Exhibit E2 PG 2 of 2

Cloud CRM - eliminates the need for data to be in one location, instead the information is stored via internet making it easily accessible and less costly

Question 3. What are the basic call center processes and what technologies do they employ

The call comes in and a call center rep picks up, at that point the call is being recorded via Siebel. The rep listens to the customers issue and tries to resolve it up front using FCRs. If the issue is not resolved a Service Request ticket is logged, it is then assigned to the proper rep to process or resolve the issue. Once the issue is resolved, the rep contacts employee or requester to inform them of the solution

* Technologies - Oracle: Siebel and Peoplesoft (NYCAPS)

Question 4. What are specific examples of how to measure call center performances for a direct report?

In order to measure call center performances, I have to see how many calls a rep takes versus how many were abandoned/ dropped, how many First Call Resolutions they able to handle and how on-point they are with company's SLA's. Once in a while, the rep's calls need to be monitored to see if the right answers are being given to caller's questions.

Thank You,
Jonathan Ridgard
E-mail: Jonathan.Ridgard@Gmail.com
Cell: (347) 262-9499

Hasib Ikramullah <hasibikramullah@nycbicycleshare.com>

Fri, Feb 15, 2013 at 3:20 PM

To: Jonathan Ridgard <jonathan.ridgard@gmail.com>, Justin Salsberg <JustinSalsberg@nycbicycleshare.com>

Jonathan,

Thank you for all the research and the thoughtful answers to my questions. I think you require some additional time and experience as a supervisor in a call-center environment to better prepare you for a management role. I've CC'd Justin on this e-mail, and when NYCBS is ready to launch our call-center, we will be glad to extend you an offer of employment as a call-center agent. Please feel free to respond to this e-mail with any additional questions that you might have at this time.

Regards,
Hasib
[Quoted text hidden]



Hasib Ikramullah
Operations Director

NYC Bike Share, LLC (Operator of CitiBike NYC)
5202 3rd Avenue
Brooklyn, NY 11220-1707
347.916.0210 (Office)
347.916.0216 (Direct)
917.524.4182 (Mobile)
hasibikramullah@nycbicycleshare.com

Exhibit F.

Jonathan Ridgard <jonathan.ridgard@gmail.com>

Fri, Feb 15, 2013 at 4:26 PM

To: "deborah_rid@yahoo.com" <deborah_rid@yahoo.com>

1 of 1



Tina request (Chat)

Exhibit G

PG 1 of 4

Jonathan Ridgard <jonathan.ridgard@gmail.com>
To: Jonathan Ridgard <Jonathan.Ridgard@gmail.com>

Wed, Oct 23, 2013 at 3:40 PM

Monday, September 2, 2013 11:16 PM

Tina Amiotis

Can u see me now

Jonathan Ridgard

Good evening

Tina Amiotis

Do u recall how to process invoices?

Jonathan Ridgard

vaguely

is there a list in the drive?

Tina Amiotis

Give me a moment ill give u a sample to look up the billing engine is still down and we have to charge te annual members on thr 3rd

Startin midnight

Look up 247079 there should be a transaction for 19.90 to process

Jonathan Ridgard

I am aware on how to process an invoice

anything over \$50 is still being processed correct?

let me change the last statement

Tina Amiotis

Yes we r processin everything 50\$ and mire

More

Jonathan Ridgard

not still being processed, but we are processing them now.

Tina Amiotis

Even if u see \$400 we charge

Jonathan Ridgard

Do you have a list for me

... I understand \$1000, 10,000

if its there we charge. do you have a list

Tina Amiotis

Yes kate will be sending me the list at midnight who on the overnigjt besides u can i share this list to get processed

I would like u and a few others on this

U an use these as example to show the rest how to process invoices until the list is ready

222971248428247079247776873342488032474332470972454365940624744324845524711123734924883924

5455247454248468247122247813148628248855247469247134247824248074246774247482248487247146

Oops

Ill email u the samples

Jonathan Ridgard

I don't know who would be able to process the list and ld feel more comfortable if you delegate

Tina Amiotis

Check ur email

Thats fine hus giv the names of whos on duty

*just

Jonathan Ridgard

April, Darlene, Emily, Jordache, KeAndrea, Laura

Tina Amiotis

Gmail - Tina Arnotis (chat)

Do u think this will be too complicated for the team or its straight forward to understand

Jonathan Ridgard

I will get a team together to process them

Tina Arnotis

Im writin up the email now

Check ur share with me drive and look for file name billing 9/2 you can share this with the team so they have an idea of how to use the sheet

I sent the email to everyone

Jonathan Ridgard

This assignment is for all persons included in the email

Tina Arnotis

U tell me can everyone do it or only a few

I can always have those who cannot process invoices handle emails and fulfillment

Jonathan Ridgard

Keandrea, April, Laura and myself will be on this assignment.

have you ever had Jordache process invoices?

Tina Arnotis

No problem

I dont think so but if you think it would be too complicated for him i will leave him out

Jonathan Ridgard

Are there any changes to the process that we should be aware of? if not it will not be too complicated

Tina Arnotis

Its very straight fwd now since we wont be deleting any transactions and no limits on the amount to charge

Jonathan Ridgard

Ok.

Please include April, Keandrea, Jordache and Laura in the shared file

Tina Arnotis

So not emily and darlene?

Jonathan Ridgard

My apologies, I did not mean to omit them

Tina Arnotis

Sheet has been shared

Send me an update before you leave in the morning where everyone left off so i can reassign to the morning group

Thank u for your help on this

Have a good night

Jonathan Ridgard

Will do

you too

Tina Arnotis

If anyone makes a mistake let them bring to ur attn they should not try and add refunds to fix a charge ill send an email now about that

-

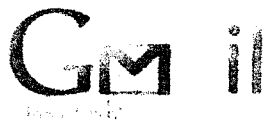
Jonathan Ridgard

E-mail: Jonathan.Ridgard@Gmail.com

Cell: (347) 262-9499

Exhibit G

PG 2 of 4

**Fwd: Invoices***Exhibit G**P. 3 of 4*

Jonathan Ridgard <jonathanridgard@nycbicycleshare.com>
Bcc: Jonathan.Ridgard@gmail.com

Tue, Oct 22, 2013 at 9:27 AM

—— Forwarded message ——

From: **Tina Arniotis** <tinaarniotis@nycbicycleshare.com>

Date: Tue, Sep 3, 2013 at 12:23 AM

Subject: Re: Invoices

To: "JonathanRidgard@nycbicycleshare.com" <JonathanRidgard@nycbicycleshare.com>, **Jordache Pearsall** <JordachePearsall@nycbicycleshare.com>, **Darlene Augustin** <darleneaugustin@nycbicycleshare.com>, "AprilCallahan@nycbicycleshare.com" <AprilCallahan@nycbicycleshare.com>, **Emilia Crotty** <emiliacrotty@nycbicycleshare.com>, **Keandrea Razor** <keandrearazor@nycbicycleshare.com>, **Laura Wells** <laurawells@nycbicycleshare.com>

Now everyone has the shared doc.

Its a straight forward process to charge whats sitting in transactions.

If you make a mistake, please bring it to Jonathan attention DO NOT try and fix a charge by adding a discount just move on to the next once you have brought to his attention.

Thank you everyone and have a good night.

(Written in transit excuse typos)

Tina Arniotis
Senior Call Center Manager
NYC Bike Share, LLC (Operator of Citi Bike)
5202 3rd Avenue
Brooklyn, NY, 11220-1707
347-869-2601 (cell)

On Sep 2, 2013, at 11:40 PM, Tina Arniotis <tinaarniotis@nycbicycleshare.com> wrote:

Good night everyone,

As you all know, annual members are billed on the 3rd of every month for OT fees and as of right now SBE billing engine is not working to do this automatically and we at the call center must manually process invoices that are sitting in the "Transaction" section of an account. This is the reason why we get so many emails and phones calls about disputes and mystery charges.

At midnight I will be sharing a google doc with all the annual members we need to bill that will be processed all day until completion.

Jonathan will share some samples on how to process a transaction and what to mark on the

spreadsheet.

Each agent will be assigned 100 rows of invoices once you complete your assigned rows move on to the next 100 until your shift has ended.

Yes you will be processing between calls. Some invoices maybe over \$50-\$300 this is an actual charge we must collect.

A follow up to this email will be sent shortly.

(Written in transit excuse typos)

Tina Arniotis
Senior Call Center Manager
NYC Bike Share, LLC (Operator of Citi Bike)
5202 3rd Avenue
Brooklyn, NY, 11220-1707
347-869-2601 (cell)

—
Jonathan Ridgard
Customer Service Representative
NYC Bike Share, LLC (Operator of Citi Bike)
5202 3rd Avenue
Brooklyn, NY, 11220-1707
855-245-3311 (hotline)
347-916-0211 (office)
www.citibikenyc.com

Exhibit G

PG 4 of 4.



Sunday 8/11/2013

Exhibit H

PG 1 of 1

Jonathan Ridgard <jonathanridgard@nycbicycleshare.com>
To: Khareen Georges <khareengeorges@nycbicycleshare.com>
Bcc: Jonathan.Ridgard@gmail.com

Tue, Aug 13, 2013 at 12:57 AM

Hi,

Yesterday 8/11/2013 I called out. I saw that it support and now says Call Out. I would like to know if any sick days were used for that day. Was that supposed to be mandatory overtime where as I am supposed to work 6 days this week?
the purpose of "support" was never explained and I do not want to be reprimanded due to miscommunication or confusion.

—
Jonathan Ridgard
Customer Service Representative
NYC Bike Share, LLC (Operator of Citi Bike)
5202 3rd Avenue
Brooklyn, NY, 11220-1707
855-245-3311 (hotline)
347-916-0211 (office)
www.citibikenyc.com

1



Self-Service

Jonathan Ridgard <jonathan.ridgard@gmail.com>
To: VanessaPean@nycbicycleshare.com

Tue, Jul 23, 2013 at 9:00 AM

Good morning,

Please respond to this e-mail with the self-service link and other correspondences. I did not get the previous email

Thanks

Jonathan Ridgard
E-mail: Jonathan.Ridgard@Gmail.com
Cell: (347) 262-9499

Vanessa Pean <vanessapean@nycbicycleshare.com>
To: Jonathan Ridgard <jonathan.ridgard@gmail.com>

Tue, Jul 23, 2013 at 9:47 AM

Here you go. <https://selfservice2.ascentis.com/Alta/STS/signin.aspx?ReturnUrl=%2fAlta>

Also in regards to being back on the schedule, once the call center is built and we transfer everyone from King to the office, Tina will send you a message.

~V

On Tue, Jul 23, 2013 at 9:00 AM, Jonathan Ridgard <jonathan.ridgard@gmail.com> wrote:
Good morning,

Please respond to this e-mail with the self-service link and other correspondences. I did not get the previous email

Thanks

Jonathan Ridgard
E-mail: Jonathan.Ridgard@Gmail.com
Cell: (347) 262-9499

Exhibit I

PG 1 of 2

NYC
BIKE SHARE
Vanessa Pean
Senior Human Resources Manager

NYC Bike Share, LLC (Operator of Citi Bike)
5202 3rd Avenue
Brooklyn, NY, 11220-1707
347.916.0219 (Direct)
718.916.8753 (Mobile)
vanessapean@nycbicycleshare.com
www.citibikenyc.com

Jonathan Ridgard <jonathan.ridgard@gmail.com>
To: Vanessa Pean <vanessapean@nycbicycleshare.com>

Wed, Jul 24, 2013 at 8:06 PM

Good Afternoon Vanessa,

I just wanted to follow up regarding the conversation that you, Tina and I had on Friday 7/19 regarding my demotion and the below correspondence.

What is the status of my paper work and when can I expect for it to be processed. I am very anxious to return to work and fulfill my roles and responsibilities to the best of my abilities.
I am interested in how my demotion is directly impacted by the call center being built as well as staff at Kingtel returning to NYC Bikeshare HQs

Thank you,

Jonathan R.

Exhibit I 1 PG 2 of 2

On Tue, Jul 23, 2013 at 9:47 AM, Vanessa Pean <vanessapean@nycbicycleshare.com> wrote:
Here you go. <https://selfservice2.ascentis.com/Alta/STS/signin.aspx?ReturnUrl=%2fAlta>

Also in regards to being back on the schedule, once the call center is built and we transfer everyone from King to the office, Tina will send you a message.

~V

On Tue, Jul 23, 2013 at 9:00 AM, Jonathan Ridgard <jonathan.ridgard@gmail.com> wrote:
Good morning,

Please respond to this e-mail with the self-service link and other correspondences. I did not get the previous email

Thanks

-

Jonathan Ridgard
E-mail: Jonathan.Ridgard@Gmail.com
Cell: (347) 262-9499

-

Exhibit I PG 2 of 2

Vanessa Pean
Senior Human Resources Manager

EEOC Form 161-A (11/09)

U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

NOTICE OF RIGHT TO SUE
(CONCILIATION FAILURE)

To: Jonathan Ridgard
557 Miller Avenue
Apt. 1
Brooklyn, NY 11207

From: New York District Office
33 Whitehall Street
5th Floor
New York, NY 10004



On behalf of person(s) aggrieved whose identity is
CONFIDENTIAL (29 CFR §1601.7(a))

EEOC Charge No.
520-2014-00716

EEOC Representative
Patrick Sanford, Federal Investigator

Telephone No.
(212) 336-3677

TO THE PERSON AGGRIEVED:

This notice concludes the EEOC's processing of the above-numbered charge. The EEOC found reasonable cause to believe that violations of the statute(s) occurred with respect to some or all of the matters alleged in the charge but could not obtain a settlement with the Respondent that would provide relief for you. In addition, the EEOC has decided that it will not bring suit against the Respondent at this time based on this charge and will close its file in this case. This does not mean that the EEOC is certifying that the Respondent is in compliance with the law, or that the EEOC will not sue the Respondent later or intervene later in your lawsuit if you decide to sue on your own behalf.

- NOTICE OF SUIT RIGHTS -

(See the additional information attached to this form.)

Title VII, the Americans with Disabilities Act, the Genetic Information Nondiscrimination Act, or the Age Discrimination in Employment Act: This will be the only notice of dismissal and of your right to sue that we will send you. You may file a lawsuit against the respondent(s) under federal law based on this charge in federal or state court. Your lawsuit must be filed **WITHIN 90 DAYS** of your receipt of this notice; or your right to sue based on this charge will be lost. (The time limit for filing suit based on a claim under state law may be different.)

Equal Pay Act (EPA): EPA suits must be filed in federal or state court within 2 years (3 years for willful violations) of the alleged EPA underpayment. This means that backpay due for any violations that occurred **more than 2 years (3 years)** before you file suit may not be collectible.

If you file suit, based on this charge, please send a copy of your court complaint to this office.

On behalf of the Commission

Kevin J. Berry

Kevin J. Berry
District Director

MAY 14 2014

(Date Mailed)

Enclosures(s)

CC: Respondent:
NYC Bicycle Share, LLC
Attn: Vanessa Penn - Senior HR Manager
5202 3rd Avenue
Brooklyn, NY 11220

Exhibit J.

FILE COPY

UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF NEW YORK

REFERRAL FORM FOR PRO SE EMPLOYMENT DISCRIMINATION MEDIATION

*****FOR THE PARTIES TO COMPLETE*****

Case name:

Docket number:

Date this case was filed:

Date this case was assessed for eligibility for the mediation program:

This case was referred to mediation by Judge:

This mediation will be conducted by Judge _____ / an independent mediator (circle one).

Pro Se Plaintiff's name:

Defendant's name:

Address:

Represented by:

Address:

Telephone number:

Telephone number:

Mediation aims to resolve the dispute in a cooperative and informal manner.

The undersigned agree to participate in mediation

Signature of plaintiff

Date:

Signature of defendant's attorney

Date: